GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Consumer Affairs – Consumer Protection Act, 2019 – Constitution of A.P State Consumer Protection Council – Orders – Issued.

CONSUMER AFFAIRS,FOOD& CIVIL SUPPLIES (CS-II) DEPARTMENT.

G.O.MS.No.11 Dated:04.05.2022.

Read the following:

1.Consumer Protection Act,2019 (35 of 2019)

2. From the Commissioner of Civil Supplies, Ref.No.CAII/ E1281042/SCPC/2020 dt.18.11.2020 & 15.04.2021.

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ORDER:

As per the provisions in Chapter-II section 6 of the Consumer Protection Act,2019, State Government shall establish a State Consumer Protection Council to be known as State Council for the state by issuing a notification, with effect from such date as it may specify in such notification. Therefore, the Commissioner of Civil Supplies in the proposal 2nd read above has requested the Government to issue orders afresh constituting the Andhra Pradesh State Consumer Protection Council (APSCPC) as per Secs.6 and 7 of new Consumer Protection Act, 2019 duly consisting of the following members and terms and references mentioned therein since the Consumer Protection Act, 1986 (68 of 1986) was repealed.

2. After careful examination of the matter and as per provisions under Sections 6 and 7 of the Consumer Protection Act, 2019, the Government here by order for Constitution of the A.P State Consumer Protection Council with the following members:

3. The State Council shall be an advisory council and work for promotion and protection of consumer rights under Consumer Protection Act,2019 as mentioned below.

(i) the right to be protected against the marketing of goods, products or services which are hazardous to life and property;

(ii) the right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices;

(iii) the right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices;

(iv) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;

(v) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and

(vi) the right to consumer awareness

4. The discussion during the meetings of State Council should be focused on the consumer subjects to protect them like –

i) Delivery of goods at correct weights and measures duly stamped by the concerned Department;

ii) Quality of food grains/edible oils being sold;

iii) Sufficiency of public transport, charges levied, stopping at the specified stages and also on request;

iv) Services provided by Telecom Departments/Organizations including settlement of bills, fault repairs and shifting of phones on request;

v) Issue of bills by traders/service providers to all the consumers;

vi) Satisfactory services by Municipality with reference to sanitation, maintenance of roads and supply of safe drinking water;

vii) Timely recording of meter readings, giving correct bills and redressal of complaints in respect of Power Distribution Companies;

viii) Redressal of public grievances by the public utilities etc.

5. The term of State Consumer Protection Council shall be **3 (Three years)** from the date of constitution of SCPC.

6. The State Consumer Protection Council shall meet as and when necessary but not less than two meetings shall be held every year.

7. The State Consumer Protection Council shall also meet at such time and place within the district as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the State Government or till such time adopted by the Chairperson.

8. The Member Convenor shall send the minutes of the meetings conducted to the Government and initiate follow up action on the resolution of the State Consumer Protection Council.

9. A copy of this order is available at apegazette.cgg.gov.in

(BY ORDER AND IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

M.GIRIJA SHANKAR
EX.OFFICIO SECRETARY TO GOVERNMENT

To
The Commissioner of Civil Supplies, AP, Vijayawada.
The Director of Civil Supplies, AP, Vijayawada.
All the Collectors.
All Members of the State Consumer Protection Council.
The Commissioner , Printing and Stationery (Printing Wing) with a request for publication of the order in the extraordinary Gazette.

Copy to
All Principal Secretaries/ Secretaries
The Secretary to Chief Minister
The PS to Minister(CS).
The President/Secretary of all recognized political parties.
The Controller, Legal Metrology, AP, Vijayawada.
The Registrar, AP State Commission, Vijayawada.
The Secretary to GOI, Ministry of CAF&PD, Dept.of Consumer Affairs, Krishi Bhavan, New Delhi.
Stock file/spare.

//FORWARDED BY ORDER//

SECTION OFFICER

ANNEXURE

(GOMS NO.11, CAF &CS (CS-II) DEPARTMENT DATED:04 -05-2022)

COMPOSITION OF MEMBERS OF A.P. STATE CONSUMER PROTECTION COUNCIL

Sl.No.	Name/Designation	Memembership
1	Minister for Civil Supplies, in-charge of Consumer Affairs in the State Government.	Chairman
2.	**Official Members:**	
	i) EX. Officio Secretary to Government, Consumer Affairs, Food and Civil Supplies Department	Member/ Vice Chairman
	ii) Spl CS/ Principal Secretary/ Secretary MA&UD	Member
	iii) Spl CS/ Principal Secretary/ Secretary, Education	Member
	iv) Spl CS/ Principal Secretary/ Secretary, Agriculture, Co-Operation & Marketing	Member
	v) Spl CS/ Principal Secretary/ Secretary Medical & Health	Member
	vi) Spl CS/ Principal Secretary/ Secretary, Industries	Member
	vii) The Commissioner, Transport	Member
	viii) The Controller, Drugs Administration	Member
	ix) The Director, Institute of Preventive Medicine	Member
	x) The Commissioner, I & PR	Member
	xi) The Controller, Legal Metrology	Member
	State Utilities:	
	xii) Engineer-in-Chief, RWS	Member
	xiii) Engineer-in-Chief, Public Health	Member
	xiv) Managing Director, APSRTC	Member
	xv) CMD, Central Power Distribution Co.	Member
	xvi) Managing Director, Dairy Development Corporation, A.P .	Member
	xvii) Managing Director, OILFED, A.P	Member
	xviii) Managing Director, APSCSC Ltd.,	Member
	xix) Commissioner, Vijayawada Municipal Corpn.	Member
	Public Sector Oil Companies:	
	xx) Hindustan Petroleum Corporation Limited's State Representative	Member
	xx) Bharat Petroleum Corporation Limited's State Representative	Member
	xxii) Indian Oil Corporation Limited's State Representative	Member
	xxiii) Indo-Burma Petroleum Limited's State Representative	Member

	Nominee from Department of Information	
	(i) GM of South Central Railway or his representative	Member
	(ii) Chief General Manager,Telecommunications or his representative	Member
	(iii) Director, Doordarshan, Vijayawada or his representative	Member
	(iv) Station Director, All India Radio, Vijayawada or his Representative	Member
	v) Director of Civil Supplies & EX. Officio Joint Secretaryto Government , CAF&CS Dept	**Member Secretary**
3	**Non Official Members**:	
	i) One representative **from each recognized political party in A.P.**	Member
	ii) One representative of the Consumer Voluntary Organization from each District (to be recommended by the District Collector/ Joint Collector)	Member
	iii) Three State level Regional CVOs covering Uttarandhra,Andhra and Rayalaseema regions (to be nominated by the Chairperson)	Member
	iv) Representative of Trade and Industry/ Chamber of Commerce. i. President, Federation of Andhra Pradesh Chambers of Commerce&Industry (FAPCCI) ii. Chairman, Confederation of Indian Industries(CII), AP Branch iii. Chairman, All India Manufacturers Organization (AIMO), AP Branch iv. President, Andhra Pradesh Federation of Commerce & Trade (APFCT)	Member Member Member Member
	v) **Three Consumer experts having legal background** having worked in State Commission/ practiced in High Court for not less than 10 years	Member
4.	**Other Official & Non-Official Members** to be nominated by Central Government(to be addressed to GOI by the CCS, A.P to obtain the nominations)	
	i) Representatives of Department of Consumer Affairs nominated by GOI	Not exceeding 10 Members
	ii) Representative of Bureau of Indian Standards (BIS)/ National Test House(NTH)(from nearest office)	Member

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EX.OFFICIO SECRETARY TO GOVERNMENT